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To: Public Service Commission of South Carolina
Company:
Phone:
Fax: 803-896-5199
From: David J Baker
Company:
Phone: 630-300-5323
Fax:
Date: 3-18-2011
Pages including this cover page: 3

Message: _____

Public Service Commission of South Carolina
101 Executive Center Drive Suite 100
Columbia, SC 29210
Fax: 803-896-5199

David and Cheryl Baker v. Duke Energy Carolinas, LLC
Docket No. 2011-77-E

We have been in receipt of and am responding to correspondence on behalf of the above docket number.

The complainants' position has not changed within the complaint dated 22 February 2011 of suddenly skyrocketing electrical bills increasing in excess of \$100 per month, beginning with December, 2010. This has been the issue and continues to be.

Again, this account has been active for approximately a decade without any interruption in service, delay in payment or any untoward feedback. Until now, it has always been paid via monthly drafts. The drafts have been in the name of David Baker/Cheryl Baker and/or Cheryl Baker without any question of identification/name(s) on the account.

To address the issue of the customer on record of the account: approximately Spring '01, the house was vacant, with my sister having moved after purchasing her own home. I was living in Illinois. I contacted the utility services in Chester, SC to have the lights, phone and water restored in my, the homeowners' identification/name for 115 Caldwell Street. The phone company, Chester Telephone allowed everything to be done via phone/fax and restored service in my identification/name and it remains so. Duke Power/Energy would not allow this to be done by long distance phone, saying it had to be done in person. My son, David J. Baker, was living/working in Charlotte, NC during this same period, having been relocated there by his employer, PriceWatchhouseCoopers. I asked my son, David J. Baker, if he would/could present necessary credentials to Duke Power in order to have service restored at 115 Caldwell Street, Chester. David J. Baker, having lived at 115 Caldwell Street, from age 8-13 years of age, agreed to do this on behalf of his mother, Mrs. Cheryl A. Baker. Whenever David J. Baker returns to the Carolinas to visit, he resides at 115 Caldwell Street. Duke Power/Energy did not question the account identification/name the funds were to be debited from monthly but received funds in a timely manner without fail.

Yes, the home was purchased new in 1984 and has been maintained. It has always been fully electric as it is now.

Payment of the electrical bills has always been expeditious and prompt via the monthly debits. Questioning of said bill has not been an issue until now.

The electric bill began increasing by leaps and bounds from November '10 to January '11. The heating season has always weighed heavier than the cooling season, but not in this excessive amount. I am always cognizant of energy usage that is billed and being in the house alone the majority of the time, nothing runs without purpose. As was stated in the official complaint filed, the furnace thermostat is allowed to stay between 68-70 degrees Fahrenheit, only. No exceptions. The house stays cool in the winter because of this.

During the phone teleconference of 8 March 2011, between myself, the State Commission and Duke Energy representative, Barbara Yarbrough, I was somewhat offended by a few of her statements. Her statement of having some "good news" for me in that my current Duke Power/Energy bill had gone down significantly was not good news if the corresponding sacrifice was/is at the expense of having central heat in the home.

Barbara Yarbrough's suggestions of thermostat calibration, newer/upgraded furnace and duct work inspection were duly noted but does not address the issue of the exorbitant bill of January '11. The December bill was paid with some reluctance but the more than \$125 jump in January necessitated an inquiry and explanation.

The explanations in kilowatt hours and their usage along with rate variances and seasonal estimations were duly noted but does address the issue of the exorbitant bill.

The different rate plans with their accompanying qualifying criteria were duly noted but do not address the issue of the exorbitant bill.

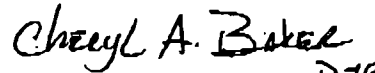
After being asked by the State Commission counsel, Ms. Shannon, if I intended to pursue the complaint as filed and my response was a "Yes", Barbara Yarbrough let it be known that I was not the account holder, but only one "authorized" to be spoken with concerning the account. I have always known in what identification/name the account is in. And, up until now, there had been no need to call Duke Power/ Energy regarding billing, etc. I have spoken with customer service on previous occasions when street lighting needed to be replaced, etc., and there was never a question of whose identification/name the account was in.

Barbara Yarbrough also made reference to my marital status in indicating that "you're not married" speaking of David J. Baker and myself. David J. Baker, again, is my 35 year old son. But, this unnecessary inference causes me to ask: are there married, unmarried and or living together special rates? Are there certain rates for certain neighborhoods?

Regarding the FPP plan that the account had been utilizing, Barbara Yarbrough stated that the account had actually used more electricity than was billed. I stand by my contention that Duke Power/Energy was not giving away free electricity. It is also my contention that Duke Power/Energy, as the authorized electrical service provider in this economically depressed area, cannot and must not commit what amounts to fiscal rape via depleting meager human and financial resources with such burdensome energy bills.

It Is Affirmed.


David and Cheryl Baker


Cheryl A. Baker
DJB

cc: Duke Energy
Fax: 704-594-0058